

**PROPOSED**

<b>RPA NUMBER (HR USE ONLY)</b>
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**ALERT: This form is mandatory for all Requests for Personnel Action (RPA).**

**INSTRUCTIONS:** Before completing this form, read the instructions located on last page.

**Section A: Position Profile**

A. DATE 8/2/2021	B. APPOINTMENT EFFECTIVE DATE	C. INCUMBENT NAME				
D. CIVIL SERVICE CLASSIFICATION Information Technology Specialist I		E. POSITION WORKING TITLE Senior Web Application Developer				
F. CURRENT POSITION NUMBER		G. PROPOSED POSITION NUMBER (Last three (3) digits assigned by HR) 695-533-1402--003				
H. OFFICE / SECTION / UNIT / PHYSICAL LOCATION OF POSITION Office of Enterprise Technology/Innovation Technology Services/Software Engineering		I. SUPERVISOR NAME AND CLASSIFICATION Van Vo, Information Technology Manager I				
J. WORK DAYS / WORK HOURS / WORK SHIFT (DAY, SWING, GRAVE) MONDAY -FRIDAY 8:00AM- 5:00 PM VARIABLE	K. POSITION REQUIRES: <table border="0"> <tr> <td>FINGERPRINT BACKGROUND CHECK</td> <td><input type="checkbox"/> YES <input checked="" type="checkbox"/> NO</td> </tr> <tr> <td>DRIVING AN AUTOMOBILE</td> <td><input type="checkbox"/> YES <input checked="" type="checkbox"/> NO</td> </tr> </table>		FINGERPRINT BACKGROUND CHECK	<input type="checkbox"/> YES <input checked="" type="checkbox"/> NO	DRIVING AN AUTOMOBILE	<input type="checkbox"/> YES <input checked="" type="checkbox"/> NO
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**Section B: Position Functions and Duties**

Identify the major functions and associated duties, and the percentage of time spent annually on each (list higher percentages first).

	<b>Information Technology Domains</b> (Select all domains applicable to the incumbent's duties/tasks.) <input type="checkbox"/> Business Technology Management <input type="checkbox"/> IT Project Management <input type="checkbox"/> Client Services <input type="checkbox"/> Information Security Engineering <input checked="" type="checkbox"/> Software Engineering <input type="checkbox"/> System Engineering
	<b>Organizational Setting and Major Functions</b>  Under the direction of the Information Technology Manager (IT Mgr. I). The Information Technology Specialist I (IT Spec I) will serve as a Senior Web Application Developer in the SW Engineering unit. The IT Spec I will create user information solutions by developing, implementing, and maintaining Internet/intranet applications, leading junior developers. The duties require the IT Spec I to illustrate a wide variety of tasks requiring verbal communication, written communication, web user interface design, web programming skills, software requirements, software architecture, software development, software debugging, technical lead within broadly stated and non-specific guidelines. The IT Spec I will ensure the organization's web pages are up and running and cover both internal and customer needs.
% of time performing duties  45%	<b>Essential Functions</b> (Percentages shall be in increments of 5, and should be no less than 5%.)  <ul style="list-style-type: none"> <li>Responsible for the architecture, development, operation, and maintenance of software systems, including user research, user-centric design, development or configuration, programming, enterprise architecture, service-oriented architecture, testing, and implementation of the business application services.</li> <li>Create and support web-based applications in a cloud environment with a backend database or a remote data sources using object-oriented programming languages and other technologies.</li> <li>Develop front-end Web User Interface Design (UI) and back-end programming needs, including relational database design and development.</li> <li>Identify and address browser, client server, and Internet systems specific architecture compatibility issues. Addresses HTML and scripting compatibility and integration issues between different browsers and computing platforms utilizing various design methodologies and object-oriented environments.</li> <li>Translate functional requirements for an application into technical design and development projects. Develop and execute project work plans and revise as appropriate to meet changing needs and requirements and enforces coding standards.</li> <li>Write and update proper documentation for applications and systems internally developed or implemented and customized.</li> </ul>

<div>30%</div>	<ul style="list-style-type: none"> <li>Recognize system deficiencies and implement effective solutions; ensure the stability and security of existing applications and contribute to ongoing improvements; and make recommendations for resources within budget and input in project schedule.</li> </ul>
<div>10%</div>	<ul style="list-style-type: none"> <li>Provide client support and customer service on day-to-day issues with clients by responding both orally and via written communication; must act in a pro-active manner with assigned clients and build relationships to ensure retention.</li> <li>Advise key business and IT managers in the development and implementation of strategy, by being an “enabler” to help connect dots, facilitate, leverage delivery/domain expertise to increase probability of success</li> <li>Develop or update project plans for information technology projects; lead and mentor project teams; manage integration of information systems and/or subsystems; manage project(s) to ensure adherence to budget, schedule, and scope.</li> </ul>
<div>10%</div>	<ul style="list-style-type: none"> <li>Perform configuration management and release management for system components; verify stability, interoperability, portability, security, or scalability of system architecture; create backup and recovery strategies; conduct disaster and recovery analysis, planning, implementation, and administration for systems; and monitor and conduct audits of system capacity, performance, and traffic analysis.</li> </ul>
<div>% of time performing duties</div> <div>5%</div>	<ul style="list-style-type: none"> <li>Administer applications authentication and access controls, including provisioning, changes, and de-provisioning of user and accounts, security/access roles, and access permissions to information assets.</li> <li>Protect operations by keeping information confidential.</li> <li>Attend awareness training of the workforce on information security standards, policies and best practices.</li> </ul> <p><b>Marginal Functions</b> (Percentages shall be in increments of 5, and should be no more than 5%.)</p> <ul style="list-style-type: none"> <li>Assist others with work generated from the ticketing system that include but are not limited to software, applications, and /or web sites problem troubleshooting &amp; resolutions.</li> <li>Perform other related duties, as assigned, to ensure the efficient and effective functioning of the organization’s goals and objectives.</li> <li>Prepare project task plans, including schedules and deliverables, for the assigned project or work.</li> </ul> <p><b>Work Environment Requirements</b></p> <ul style="list-style-type: none"> <li>May be required to be available after hours, on weekends and holidays and call-backs are probable.</li> <li>May be required to travel occasionally between CDT campuses/other State entities to perform assigned duties, attend meetings, attend training, and/or provide customer support.</li> <li>May be required to carry a mobile telephone and work remotely from home.</li> <li>Must maintain consistent, predictable attendance.</li> </ul> <p><b>Allocation Factors</b> (Complete each of the following factors.)</p> <p><b><u>Supervision Received:</u></b> The Information Technology Specialist I works under direction of the IT Manager I.</p> <p><b><u>Actions and Consequences:</u></b> The Information Technology Specialist I plans and carries out successive steps and resolves problems and deviations in accordance with instructions, guidelines, and accepted practices. Unfavorable implementations/resolutions could result in a deficient work environment and an inefficient use of staffing resources.</p> <p><b><u>Personal Contacts:</u></b> The Information Technology Specialist I works closely with a variety of staff at all levels within the CDT, customer departments, and vendors. The incumbent must be able to effectively</p>

communicate and coordinate between all the various entities to ensure the implementations/resolutions meet customers' requirements.

**Administrative and Supervisory Responsibilities** (Indicate "None" if this is a non-supervisory position.)  
N/A

**Supervision Exercised:**

This level does not supervise but may lead. The Information Specialist I has defined responsibility and authority for decision making related to projects or in an advisory function.

**Other Information**

**Desirable Qualifications:** (List in order of importance.)

- Working experience with relational database management systems, object-oriented programming, dynamic web site development, web frameworks, software stacks, usability testing, and user-centered design.
- Strong understanding of software development life cycle models of both Agile and traditional project management principles and practices and the ability to blend them together in the right proportions to fit a project and business environment
- Strong knowledge and understanding of business needs with the ability to establish/maintain high level of customer trust and confidence
- Hands on experience with Web Applications and programming languages such as HTML, HTML5, CSS, CSS3, JavaScript, JQuery, API's, JavaScript, PHP, React, Redux, C#, NodeJS, .Net, browser compatibility, Web User Interface Design (UI), Security Principles, Object-Oriented Design, Web Services (REST/SOAP), and/or equivalents.
- Experience in creating wireframes, storyboards, user flows, process flows and site maps
- Experience and knowledge of change management principles, methodologies and tools
- Must protect operations by keeping information confidential.
- Ability to work well under pressure, adapt to unexpected events, prioritize and multi-task in a deadline driven environment.

**INCUMBENT STATEMENT: I have discussed the duties of this position with my supervisor and have received a copy of the duty statement.**

INCUMBENT NAME (PRINT)	INCUMBENT SIGNATURE	DATE
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**SUPERVISOR STATEMENT: I have discussed the duties of this position with the incumbent.**

SUPERVISOR NAME (PRINT)	SUPERVISOR SIGNATURE	DATE
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